



***Digital Outreach  
Samples***  
Digital Exposure  
Notification - Contacts



## Digital Outreach Samples as of 11/8/2021

See below for relevant job aids.

### Digital Exposure Notification - Contacts

#### Public Health Notification Inbox x



**NC Community Team**

12:54 PM (0 minutes ago)



to me ▾

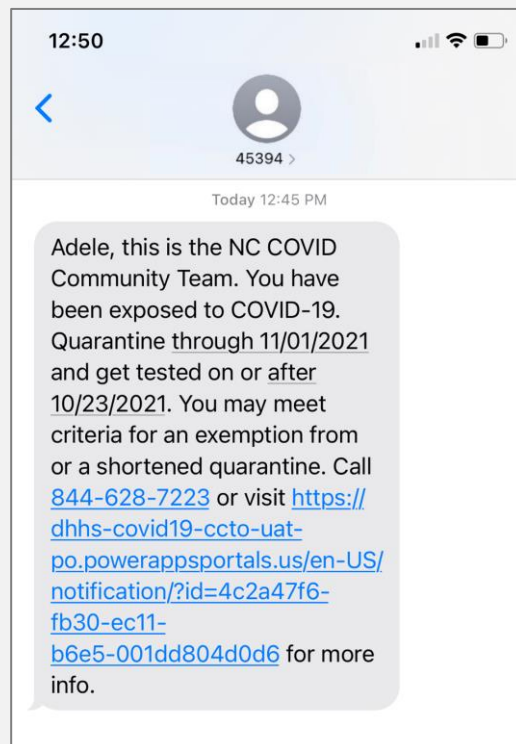
Hello. This is the NC COVID Community Team.

You were recently exposed to COVID-19. To help slow the spread and protect yourself and your loved ones from the virus, you should quarantine (stay home and separate yourself from others) through 11/01/2021 and get tested on or after 10/23/2021.

Click this [DHHS.NC.GOV](https://dhhs.nc.gov) link for quarantine and testing resources to help protect yourself and those you love as well as to learn if you meet criteria for an exemption from quarantine or a shortened quarantine.

You can also call 844-628-7223 to speak directly with a NC COVID Community Team Member. You may receive a phone call from the NC COVID Community Team at the same number or directly from your Local Health Department. If you see these numbers, please answer the call!

NC COVID Community Team



#### JOB AIDS:

- [Digital Exposure Notification for Contacts](#)
- [Micro-Training](#) (+video via [CCTO Onboarding Course](#))



### Digital Exposure Notification - Contacts



#### Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you were recently in contact with someone with COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Based on the date you were exposed, you should get a COVID-19 test on or after the date listed below. Testing information, including finding a testing place, can be found [here](#).

#### You should get tested on or after:

10/23/2021

You should quarantine (stay home and separate yourself from others) through the date below (which is based on a quarantine period of 14 days from the last date you were exposed to COVID-19). For information on how to properly quarantine, please refer to [this CDC webpage](#).

#### You should quarantine through:

11/1/2021

You may qualify for an exemption from quarantine if you meet one of the following criteria:

- **Tested positive for COVID-19 in the past three months and recovered-** you do not need to quarantine or get tested as long as you do not have any new COVID-19 symptoms.
- **Are fully vaccinated, and do not have any COVID-19 symptoms-** you do not need to quarantine, but you should still get tested on the test date above.

You may qualify for a shortened quarantine if you meet one of the following criteria:

- **Test on or after the date above and the test is negative-** your local health department may allow for your quarantine to be shortened by up to 7 days prior to the quarantine end date listed above.
- **Do not develop symptoms-** your local health department may allow for your quarantine to end 4 days prior to the quarantine end date listed above.

Your quarantine end date may be extended if you develop symptoms or live with someone who has tested positive for COVID-19.

Next



### Digital Exposure Notification - Contacts



#### Next Steps:

- **Separate from Others:** Protect your friends and loved ones. For more information about safely quarantining, please refer to the previous page by clicking the "Previous" button.
- **Answer the Call:** You may receive a phone call from the NC COVID Community Team to gather additional information and ensure you have the resources you need to quarantine. The call may come from 1-844-628-7223 or from your local health department phone number. Please answer the call!
- **Get your Vaccine:** COVID-19 vaccines are helping us safely get back to the people and places we love. Once you have completed your quarantine period, find your spot and get your shot. For more information about getting your vaccine, visit [YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov)

#### For More Support:

- If you have questions and would like to talk to someone immediately, please call [your local health department](#) or the NC COVID Community Team at 844-628-7223 from 7am to 7pm.
- If you need resources or vaccine support, please contact a Community Healthcare Worker by reaching out to a [partner organization in your county](#).
- If you need mental health or substance abuse services, please call Hope 4 NC Crisis Counseling Services Hotline at 1-877-235-4525 anytime day or night.

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Digital Exposure Notification - Contacts



The NC COVID Community Team collects information to help make sure you and your family are healthy and have the resources, information, and support you may need at this time. Information you provide will remain confidential in accordance with state and federal law. Please indicate whether or not you are willing to participate in our digital monitoring process and click "Next" below.

Agreement \*

Yes, I agree to participate.



Date

10/6/2021

By clicking "Next" below, you agree to the following terms and conditions: you are at least 18 years old; you are not seeking immediate medical attention; you are providing information required for corresponding testing information or contact tracing; you are providing information that will be kept confidential in accordance with state and federal law.

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Next



## Digital Exposure Notification - Contacts



We would like to start by collecting some information. The information requested below will only be used to contact you about your possible COVID-19 symptoms and to provide support to you and your loved ones. The information you provide will remain confidential in accordance with state and federal law.

Please note that questions with an asterisk are required.

## Personal Information

First Name \*

Snow

Middle Name / Initial

Last Name \*

White

Date of Birth (Only used to protect your data) \*

8/30/1997



Address Line 1

Address Line 2

City

County \*

Henderson



State \*

NC - North Carolina



Postal Code



## Digital Outreach Samples as of 11/8/2021

### Digital Exposure Notification - Contacts

Postal Code

#### Contact Information

Preferred Method of Contact \*

Mobile Phone Number (will be used for text messages)

Email \*

Preferred Language

After you click "Submit" you will receive an initial assessment to be completed regarding any symptoms you may be experiencing or resource needs you may have. You will receive this assessment via your preferred method of contact daily through your quarantine period to help monitor your symptoms and provide support to you and your loved ones.

***Thank you for helping stop the spread of COVID-19.***

Next



# Digital Outreach Samples as of 11/8/2021

## Digital Exposure Notification - Contacts



**Thank you for helping stop the spread of COVID-19!**

By agreeing to participate in the digital monitoring process you are providing valuable information that, together with other resources, helps the North Carolina Public Health Department plan its response to the current health emergency and strive to keep you, your family, your loved ones, and your community healthy and safe.

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC COVID Community Team at 1-844-628-7223 from 7am-7pm or your [local health department](#). The NC Community Team or your local health department may also contact you. Please answer the call!





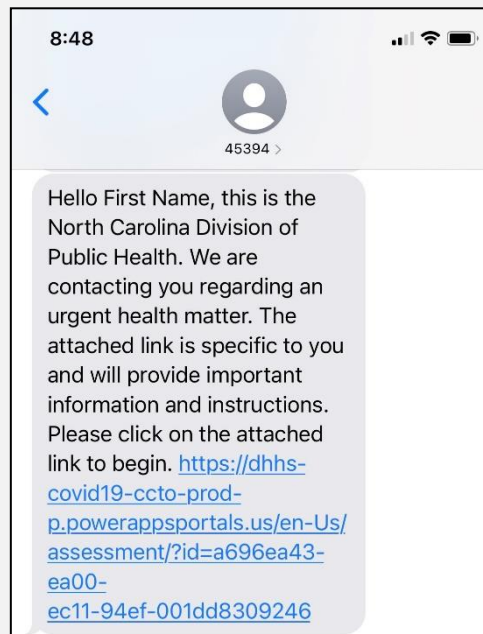
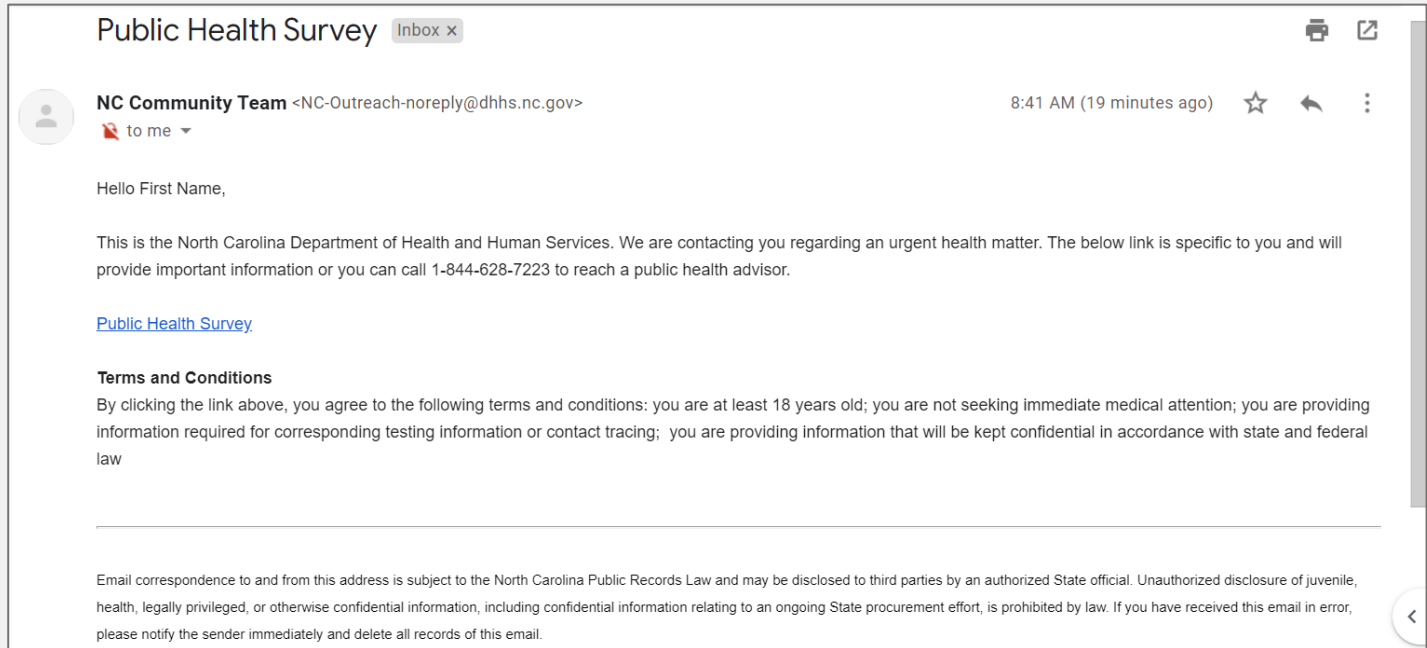
***Digital Outreach  
Samples***

Initial Assessment  
Outreach - Contacts



See below for relevant job aids.

### Initial Assessment Outreach – Contacts



#### JOB AIDS:

- [Microtraining](#) (+ video via [CCTO Onboarding Course](#))



# Digital Outreach Samples as of 11/8/2021

## Initial Assessment Outreach - Contacts



By clicking "Next" below, you agree to the following terms and conditions: you are at least 18 years old; you are not seeking immediate medical attention; you are providing information required for corresponding testing information or contact tracing; you are providing information that will be kept confidential in accordance with state and federal law.

You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Please confirm your Date of Birth (DOB) and then enter the code below.

Month

Day

Year

[Next](#)



### Initial Assessment Outreach - Contacts



The COVID-19 Community Team Outreach Tool collects information to help make sure you and your family are healthy and have the resources, information, and support you may need at this time. Information you provide will remain confidential. Please indicate whether or not you are willing to participate. (yes, I agree to participate; no I do not want to participate)

**Agreement \***

**Date**

10/26/2021

[Next](#)

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC COVID Community Team at 1-844-628-7223 from 7am-7pm or your [local health department](#). The NC Community Team or your local health department may also contact you. Please answer the call!



## Digital Outreach Samples as of 11/8/2021

### Initial Assessment Outreach - Contacts



[Home](#) | [Q](#) | [English](#) | [Sign in](#)

You are receiving this message because you have been in contact with someone with COVID-19, and we'd like to help make sure you and your family are healthy and have the resources, information, and support you may need at this time.

If this is your first contact from the COVID-19 Response team, a Local Health Department staff person will reach out to you to offer support and provide you with information on COVID-19 testing sites near you.

Please go to the next page by clicking "Next" below to record any symptoms you may be experiencing and resource needs.

After you complete this assessment, you will be contacted daily for up to two weeks to help monitor your symptoms and provide support to you and your loved ones.

If you would like to talk to someone immediately, please call our COVID Response Team at 844-628-7223 and they can connect you to your Local Health Department.

**\*\*Because you have been in contact with someone with COVID-19, we ask that you please stay at home and avoid contact with others in your household so that you can limit any potential spread of the virus and protect your loved ones.\*\***

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## Digital Outreach Samples as of 11/8/2021

### Initial Assessment Outreach - Contacts



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Are you experiencing any of the following symptoms? (Select all that apply)

Sweats

Cough

Chills

Stomach Pain or Cramps

Headache

Vomiting

Muscle Aches

Loss of Smell or Taste

Sore Throat

Diarrhea

Fever

Shortness of Breath/Difficulty Breathing

Highest temperature in the past 24 hours

Other symptoms

When did you begin experiencing these symptoms?



If you develop symptoms or your symptoms worsen, please contact your healthcare provider. If this is a life-threatening emergency, such as difficulty breathing, pain or pressure in the chest that does not go away, new confusion or inability to arouse, or blueish lips or face, call 9-1-1.


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# Digital Outreach Samples as of 11/8/2021

## Initial Assessment Outreach - Contacts

 **NCDHHS**

Home |  | English ▾ | Sign in

---

Have you received a Covid-19 test result?


▼


Yes

No

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Next

 **NCDHHS**


Home |  | English ▾ | Sign in

---

Have you received a Covid-19 test result?

Yes ▼

Test Date



Test Location

Test Results

▼

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Next



Initial Assessment Outreach - Contacts



The following questions are intended let us know how we can support you during this challenging time.

We want to make sure that you can effectively get resources and support you and your family may need at this time. Do you have access to a phone or computer that you can receive email or text messages on?

Do you have a face covering at home with you?

Are you able to remain in your home without guests from outside your household for the duration of your quarantine period?

Do you have the ability to isolate yourself within your home away from others? This requires not sharing a bedroom, bathroom or common spaces with anyone else. If that's not possible, it requires disinfecting (cleaning) those areas after each use.





## Digital Outreach Samples as of 11/8/2021

### Initial Assessment Outreach - Contacts

Are any household members at a higher risk for getting very sick from COVID-19? This could include anyone who is 65 years of age or older or someone who has a high-risk condition that includes chronic lung disease or moderate to severe asthma, heart disease with complications, compromised immune system, severe obesity, or other underlying medical conditions, particularly if not well controlled, such as diabetes, renal failure or liver disease.

Do you have someone that could run errands and get groceries for you during your stay home period?

Do you have a primary care provider?

Other Resource Needs:

If you identified a resource need, is it okay for someone from the Local Health Department to follow up with you?

Is there any other information you would like to provide?

If you need immediate assistance finding resources such as food or a safe place to shelter, please call: 844-628-7223

[Previous](#)

[Submit](#)



# Digital Outreach Samples as of 11/8/2021

## Initial Assessment Outreach - Contacts



NCDHHS

[Home](#)



[English](#) ▾

[Sign in](#)

Submission completed successfully.

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC COVID Community Team at 1-844-628-7223 from 7am-7pm or your [local health department](#). The NC Community Team or your local health department may also contact you. Please answer the call!



***Digital Outreach  
Samples***  
Digital Notification –  
Case Patients



## Digital Outreach Samples as of 11/8/2021

See below for relevant job aids.

### Digital Notification - Case Patients

#### Public Health Notification Inbox x



**NC Community Team**

9:10 AM (1 hour ago)



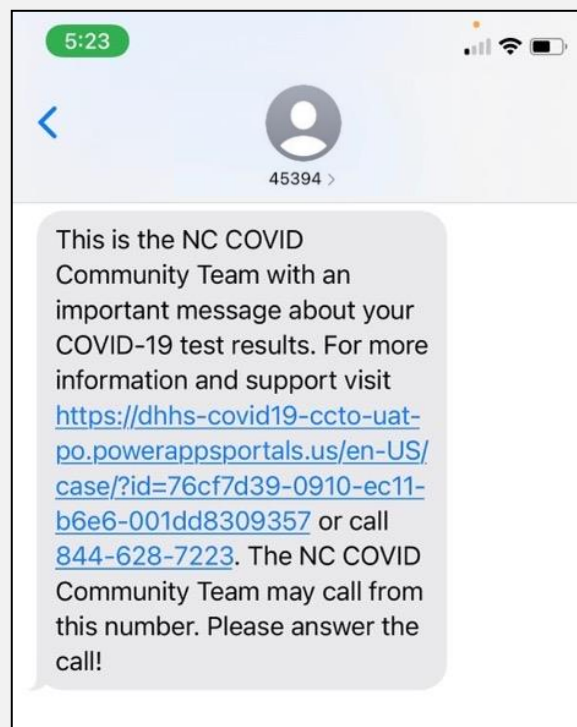
to me ▾

Hello. This is the NC COVID Community Team.

We have an important message about your recent COVID-19 test results. Click this [DHHS.NC.GOV](https://dhhs.nc.gov) link for more information, resources, and support to protect yourself and your loved ones.

You can also call 844-628-7223 to speak directly with an NC COVID Community Team Member. You may also receive a call from the NC COVID Community Team at this number. If you do, please answer the call!

*NC COVID Community Team*



#### JOB AIDS:

- [Digital Case Notification Through CCTO](#)
- [Verifying Case Flow and Notification](#)
- [Understanding the Case Patient Portal](#)
- [Case Patient Portal - CI Guidance](#)
- [Case Patient Portal - CT Guidance](#)



### Digital Notification - Case Patients



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#### Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you recently tested positive for COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Our records show you tested positive for COVID-19 on:

10/4/2021

**Since you tested positive, you should isolate yourself from others to protect yourself and your loved ones.** Isolation means that you should stay home and avoid sharing a bedroom, bathroom, or common spaces with anyone else in your household. You should isolate until the date provided to you below has passed **AND** 24 hours have passed since you have had a fever **AND** your symptoms have improved. For more information on how to properly isolate, please refer to [this CDC webpage](#).

**Please enter the date your [COVID-19 symptoms started](#) to calculate your isolation end date:**

My COVID-19 symptoms began on (MM/DD/YYYY): \*

☐ I have not had any COVID-19 symptoms.

Next

**Please enter the date your [COVID-19 symptoms started](#) to calculate your isolation end date:**

My COVID-19 symptoms began on (MM/DD/YYYY): \*

☐ I have not had any COVID-19 symptoms.

Based on your testing date and the information you have provided, you should isolate through at least **10/13/2021**.

Next



### Digital Notification - Case Patients



#### Next Steps:

- **Isolate from Others:** Protect your friends and loved ones. For more information about safely isolating, please refer to the previous page by clicking the "Previous" button.
- **Notify your Close Contacts:** Your close contacts are people who you were within 6 feet of for more than 15 minutes within a 24 hour period while you were contagious. Click "Next" to help protect your close contacts and stop the spread of COVID-19.
- **Get your Vaccine:** COVID-19 vaccines are helping us safely get back to the people and places we love. Once you have recovered from COVID-19 and can no longer spread the virus, find your spot and get your shot. For more information about getting your vaccine, visit [YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov)
- **Consider Treatment with Monoclonal Antibodies:** If taken early, monoclonal antibodies may help you feel better faster and prevent the need for hospitalization from COVID-19. Learn more and find out whether you are eligible for this treatment at [covid19.ncdhhs.gov/treatment](https://covid19.ncdhhs.gov/treatment)
- **Answer the Call:** You may receive a phone call from the NC COVID Community Team to gather additional information and ensure you have the resources you need to isolate. The call may come from 1-844-628-7223 or from your local health department phone number. Please answer the call!

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# Digital Outreach Samples as of 11/8/2021

## Digital Notification - Case Patients



### Please Enter Your Date of Birth

Thank you for helping us confidentially notify your close contacts. This is an important step in stopping the spread of COVID-19. Before you share your contacts, we want to reconfirm that it's you! Please enter your date of birth, which you provided when you were tested for COVID-19:

Confirm DOB - MM/DD/YYYY

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# Digital Outreach Samples as of 11/8/2021

## Digital Notification - Case Patients



NCDHHS

[Home](#)



[English](#)

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Thank you. Your Date of Birth has been confirmed!

### Please Provide Exposure Information for Close Contacts

Select "Add Close Contact" below to help us notify your close contacts of exposure. Any information you provide is confidential and will not be shared with your contacts.

- Your close contacts are people who you were within 6 feet of for more than 15 minutes while you were contagious.
- You are considered contagious 48 hours before your symptoms started or 48 hours before your positive test date, whichever is first.

Based on your testing date and the information you provided about your symptoms, you were first contagious on **10/01/2021**.

[Add Close Contact](#)

Created On ↑

First Name

Additional Info

There are no records to display.

[Previous](#)


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# Digital Outreach Samples as of 11/8/2021

## Digital Notification - Case Patients


 Create ✕

Please provide the information below to help us confidentially notify your close contacts.

---

**First Name \***

**Last Name \***

**Last date you were in close contact with this person \***  
 

**Phone Number**

**Email**

**Additional Info**

Please note, either a phone number or an email is required to submit a contact.

Submit



## Digital Outreach Samples as of 11/8/2021

## Digital Notification - Case Patients



Thank you. Your Date of Birth has been confirmed!

**Please Provide Exposure Information for Close Contacts**

Select "Add Close Contact" below to help us notify your close contacts of exposure. Any information you provide is confidential and will not be shared with your contacts.

- Your close contacts are people who you were within 6 feet of for more than 15 minutes while you were contagious.
- You are considered contagious 48 hours before your symptoms started or 48 hours before your positive test date, whichever is first.

Based on your testing date and the information you provided about your symptoms, you were first contagious on **10/01/2021**.

[Add Close Contact](#)

Created On ↑

First Name

Additional Info

10/6/2021 2:15 PM

Chanel

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## Digital Outreach Samples as of 11/8/2021

### Digital Notification - Case Patients



**Thank you for providing information to help slow the spread of COVID-19.**

If you are a current user of SlowCOVIDNC, obtain your PIN to [share your positive results](#) anonymously.

**For More Support and Information**

- If you have questions and would like to talk to someone immediately, please call your [local health department](#) or the NC COVID Community Team at 844-628-7223 from 7am to 7pm.
- **If you need resource or vaccine support**, please contact a Community Healthcare Worker by reaching out to a [partner organization in your county](#).
- **If you need mental health or substance abuse services**, please call Hope 4 NC Crisis Counseling Services Hotline at 1-877-235-4525 anytime day or night.

**You may now close this page.**

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